



Report to the Legislature

Washington Telephone Assistance Program

Year 18 of Program Operation:
July 1, 2004 through June 30, 2005
as required by RCW 80.36.475

December 2005

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WASHINGTON TELEPHONE ASSISTANCE PROGRAM REPORT TO THE LEGISLATURE

EXECUTIVE SUMMARY

RCW 80.36.475 requires the Department of Social and Health Services to report annually to the Legislature on the status of the Washington Telephone Assistance Program (WTAP). The report is to include information on: (1) the number of participants by qualifying social service programs and the type of benefits participants receive; (2) a description of the geographical distribution of participants; (3) the program's annual revenue and expenditures; and (4) any recommendations for legislative action.

In authorizing the Washington Telephone Assistance Program in 1987, the Legislature found that universal telephone service is an important policy goal of the state, and that recent changes in the telecommunications industry raise concerns about the ability of low-income persons to continue to afford access to local exchange telephone service. The Legislature also found it is in the public interest to take steps to mitigate the effects of these changes on low-income persons. In 2003, the Legislature found that many low-income persons were unable to access WTAP benefits because of being homeless, or unable to get traditional wireline phone service so the Community Service Voice Mail (CSVM) component of WTAP was added.

WTAP is designed to help eligible low-income residents in this state afford a telephone or, if homeless, access a community voice mailbox. The program provides a reduced monthly charge for basic telephone service, a 50% discount on connection fees (up to a maximum of \$22), and a waiver of deposit for local service for those with housing. The program also provides a community service voice mailbox for eligible homeless individuals and families living in areas where a CSVM contract exists. CSVM is not available in all areas of the state.

During its 18th year of operation, the program continued to provide much needed and widely used assistance to low-income individuals and families across the state — helping link over 167,000 households with affordable telephone service and providing over 3,700 households with a community service voice mailbox.

The Department of Social and Health Services (DSHS), Department of Revenue (DOR), Washington Utilities and Transportation Commission (WUTC), and Department of Community, Trade and Economic Development (DCTED) jointly administer the program. DSHS provides overall program administration and WTAP fund management, DOR is responsible for excise tax collection, WUTC is responsible for rate setting, and DCTED provides contractor oversight for the CSVM component.

KEY PROGRAM FACTS

- Eligibility for WTAP is based on an adult's receipt of ongoing cash, food, or medical assistance through a Department administered program.
- Households with housing can apply for the program through their local telephone company; have telephone service billed in their name; and subscribe to the lowest available flat rate service.
- Homeless households can apply for a community service voice mailbox through any of about 450 service organizations which have the ability to enroll a client into CSVM, if the service is available in that area.

- WTAP households with housing are responsible for paying the first \$8 plus any applicable taxes of their local telephone bill each month. Any remaining balance is paid by WTAP and the federal Universal Service Administration Company (USAC). Recipients can subscribe for telephone service extras (e.g., caller identification or voice mail), but the program only pays for local service.
- WTAP households without housing are not required to pay anything toward the cost of a community service voice mailbox.
- WTAP is funded exclusively by a monthly excise tax of 13 cents on the 3.5 million switched telephone lines. The tax does not apply to wireless lines.
- Seventy-nine (79) telephone companies reported WTAP excise tax collections and 26 companies requested reimbursement for providing WTAP services in State Fiscal Year 2005 (SFY 05).
- Ten community contractors managed CSVSM service in 28 counties in SFY 05.
- Initially authorized for five years in 1987, the program has been re-authorized twice with an expiration date of June 30, 2003. The program was permanently authorized by the 2003 Legislature.

WTAP HIGHLIGHTS FOR YEAR 18 OF PROGRAM OPERATION (SFY 2005)

- Program benefits were provided to a total of 171,594 households during the year. Of those, 167,884 households with housing received discounted telephone services (166,223 households received a reduced monthly charge for basic telephone service; 47,348 received help with connection fees; and local service deposits were forfeited in 4 cases) and 3,710 households without housing received voice mail service.
- For the program year (July 1 through June 30), WTAP and the federal Lifeline program provided an average of \$13 toward the cost of a typical \$18 bill for local service.
- Beginning July 2003, the amount a telephone company could bill the program for reimbursement was restricted from an unlimited amount to a maximum of \$19 per line per month. With this restriction in place, spending on monthly program benefits decreased from \$8.6 million in SFY 03 to \$3 million in SFY 04. It has further decreased to \$2.9 million in SFY 05.
- Starting in August 2003, the amount that a WTAP household is required to pay towards its monthly local telephone service (referred to as the client threshold) increased from \$4.00 to \$8.00. The client threshold remains at this level in SFY 05.
- Total program costs for SFY 05 was \$4.78 million while revenue from excise tax receipts for the same period totaled \$5.48 million.
- Expenditures for administration totaled \$592,910.95 or 12.4% of overall program expenditures. (DSHS administrative costs represent 8.3%; telephone company administrative costs represent 3.4%; and computer support for the program 0.7%)
- Community service voice mail costs totaled \$187,562.42 or 3.9% of overall program expenditures
- The increase to the WTAP fund balance was \$702,724.56.

PROGRAM OVERVIEW

Acting on authorizing legislation, the Department of Social and Health Services (DSHS) and the Washington Utilities and Transportation Commission (WUTC) implemented the Washington Telephone Assistance Program (WTAP) on August 1, 1987. Initially scheduled to end on June 30, 1993, the program has been re-authorized twice by the Washington State Legislature for additional five-year periods. The program was permanently authorized by the 2003 Legislature.

For this program year, WTAP helped link more than 167,000 households with affordable telephone service and more than 3,700 homeless households with community service voice mail.

PROGRAM REVENUE AND EXPENDITURES – SFY 05

Total operating costs (expenditures)	\$ 4,782,717.79
Benefit Costs	
▪ Forfeit of deposit	\$ 70.00
▪ Connection discount	\$ 1,005,305.81
▪ Monthly rate discount	\$ 2,996,904.61
▪ Community Service Voice Mail	\$ 187,526.42
Administrative Costs	
▪ Telephone companies	\$ 161,445.26
▪ DSHS	\$ 398,155.23
▪ ISSD Computer Costs	\$ 33,310.46
Total Revenue (excise tax receipts)	\$ 5,485,442.35
Fund Balance Increase	\$ 702,724.56

BENEFITS

Eligible WTAP households with housing can receive the following program benefits:

- A reduced monthly rate for local telephone service.
- A 50% discount on connection fees (limited to once per address with a maximum of \$22).
- A waiver of deposit for local service (limited to once a year).

Eligible WTAP households without housing can receive the following program benefit:

- A community service voice mailbox that provides homeless recipients with an individually assigned telephone number, the ability to record a personal greeting, and a security code to retrieve messages.

Participating WTAP households pay the first \$8 of their monthly local phone service bill. The federal Universal Service Administration Corporation (USAC) provides up to \$10.00, with the remainder subsidized by WTAP.

Connection fees are covered by WTAP and the federal Link Up Program. WTAP pays half the connection fee and Link Up pays the other half, up to \$30. The WTAP and Link Up support is limited to once per service address for each line connection.

Participating CSVN households do not have to pay any monthly fees.

DETERMINING ELIGIBILITY FOR WTAP

Eligible recipients are sent a letter regarding WTAP services when their public assistance benefits are approved. To apply for WTAP, clients are directed to contact their local telephone company by phone or in-person. A toll-free number for clients is listed on the notice for obtaining further information. Telephone company representatives are directed to call WTAP using a dedicated toll-free line to confirm client eligibility.

WTAP is currently available to recipients of the following ongoing cash, food, or medical assistance programs administered by the Department:

- Temporary Assistance for Needy Families (TANF)
- Community Options Program Entry System (COPES)
- State Family Assistance (SFA)
- Medical Assistance (specific programs)
- Food Assistance
- General Assistance (GAU and GAX)
- Refugee Assistance
- Supplemental Security Income (SSI)
- Medicaid Personal Care
- Chore Services
- Medicare Cost-Sharing Programs and the Family Planning Extension Program.

WTAP recipients must also:

- Be an adult, or, if under 18, be the payee and head of household;
- Apply for the program through the telephone company;
- Have local exchange services billed in their name, and
- Subscribe to the lowest available flat rate service – which is almost always single party service. Single party service qualifies as the lowest available flat rate for a person who is 60 years of age or older or who receives medical assistance.

Benefits for WTAP begin for eligible individuals on the date of application to the telephone company once eligibility for WTAP has been verified and are not retroactive. Once approved, benefits continue through the end of the program year (ending June 30). At the end of the program year, WTAP services are automatically continued for households still participating in one or more qualifying assistance programs.

Eligible recipients without housing can apply for a community service voice mailbox through their local contractor. Information and referral information is available through their local DSHS community services office or through any of about 450 service organizations which have the ability to enroll a client into CSVM. WTAP recipients receive a local voice mail box with a secure Personal Identification Number (PIN) to access their messages. As with telephone service, once approved community service voice mail benefits continue through the end of the program year (June 30). Once a homeless recipient obtains housing, that recipient is eligible for discount telephone services.

A WTAP-eligible recipient cannot receive both discounted telephone service and a community service voice mailbox.

FUNDING AND ADMINISTRATION

The program is funded exclusively by a 13-cent monthly excise tax on all switched telephone lines in the state. The tax does not apply to wireless lines.

The DOR sets the excise tax, (limited by statute to no more than 14 cents); and the WUTC sets the client threshold at the request of, and as justified by, DSHS. DSHS is responsible for administering the program, notifying potential participants of eligibility, and managing the WTAP funds. Both DSHS and WUTC are responsible for promulgating rules

The Department of Community, Trade and Economic Development is responsible for establishing agreements with sub-contractors to provide CSVN service to WTAP-eligible recipients and families in the 29 counties of the state where agreements exist.

OUTREACH

An informational letter and brochure about WTAP is sent to each household newly eligible for the program. Information about the program is printed in all telephone company directories. Multilingual brochures and posters are regularly mailed to DSHS community services offices, community action agencies, housing authorities, tribes, and other community-based organizations. They are also sent upon request to individuals and businesses.

Special mailings are also sent out throughout the year targeting potential WTAP-eligible clients who have not yet taken advantage of the program.

INVOICES AND EXCISE TAX COLLECTION

Telephone companies invoice DSHS for payments toward three categories of service: reduction of connection fee, reimbursement for waiver of deposit, and monthly rate discount. They may also invoice DSHS for administrative costs attributable to the WTAP program. Telephone companies are asked to remit invoices on a monthly basis.

DCTED is required to submit quarterly reports to DSHS which contain the numbers of clients served by each contractor. Pay points are established which are contingent upon receipt of the required data reports. DCTED submits invoices each quarter after the required data reports have been received and approved by DSHS.

The Department of Revenue collects the WTAP excise tax from telephone companies and distributes the funds into a special trust fund which was established specifically for the program. This trust is the source of funds used to reimburse telephone companies and community service voice mail contractors.

PROGRAM PARTICIPATION

During the SFY 05 program year, DSHS issued 402,995 additional notices of potential eligibility for WTAP to households receiving qualifying assistance.

- A total of 166,223 households participated in the monthly rate discount.
- A total of 47,348 received the connection fee discount.

- A total of 4 households received a waiver of deposit.
- A total of 3,710 households received a voice mailbox.

Appendix A shows potential eligibility and participation by qualifying assistance program. The highest percentage of participation was among CSVN recipients after gaining housing (56%), TANF households (42%), and SSI/COPES program recipients. The lowest utilization rates were among Refugee recipients (19%) and food assistance recipients (21%).

Appendix B shows the number of households potentially eligible for discounted telephone service by county and qualifying assistance program.

Appendix C illustrates WTAP discounted telephone service participation in comparison to potentially eligible households by county.

Appendix D depicts participation by the following service codes:

- Service Code 100 which represents payment of the waiver of deposit.
- Service Code 200 which represents payment of the connection fee (50%, up to \$22).
- Service Code 300 which represents payment of the monthly discount rate.

Appendix E displays the utilization of Community Service Voice Mail by agency and county.

BUSINESS PARTICIPATION

TELEPHONE WAIVERS & DISCOUNTS

All telephone companies required by the WUTC to participate in WTAP may to be reimbursed for WTAP services. However, many telephone companies offer primarily business lines or have no WTAP customers. During SFY 05, 26 telephone companies invoiced DSHS for providing WTAP telephone discount services (including their administrative costs) for a total of \$4.16 million.

Telephone companies are asked to invoice the program fund on a monthly basis. Monthly accounting frequently requires readjustment due to late invoicing and account corrections by the industry. Billings submitted for service in a particular month is billed to the fund for that month. The telephone companies bill the Universal Service Administration Company (USAC) directly for the matching amount.

Remittances by telephone companies of excise tax (line surcharge) amounts are made monthly to the Department of Revenue. Excise tax revenues totaled \$5.48 million for SFY 05 (Appendix F) and were collected from 79 telephone companies.

Appendix G provides program data by company and service type. Data in the appendix shows that 55% (\$1,649,342.19) of the total funds expended for households participating in the monthly rate discount (\$2,996,904.61) were paid to Qwest Communications, Inc.

COMMUNITY SERVICE VOICE MAIL

There are ten Community Service Voice Mail (CSVM) contractor sites which represent a network of about 450 participating agencies and organizations. (See Appendix E) These agencies and organizations each have the ability to enroll a client into CSVM (i.e., each participating agency has a block of voicemail numbers issued to them from one of the ten contractor sites). This network of agencies and organizations represent a wide spectrum of services:

- Homeless services agencies;
- Homeless shelters;
- Employment and workforce development programs;
- Domestic violence agencies;
- Healthcare agencies;
- Legal Aid/Legal Services;
- Disability services;
- Childcare/Foster Care agencies;
- Multi-service agencies; and
- Other low-income social services

WTAP FUND ACTIVITY

Program costs for SFY 05 decreased over \$102,000 from the previous year (Appendix F). Expenditures for reduced monthly rates for local service decreased by over \$10,000 while connection fee discounts increased by over \$72,000. Forfeiture of deposits decreased \$10. Community service voice mail expenditures increased by \$134,125.70 (from \$53,400.72 in SFY 04 to \$187,526.42 in SFY 05).

Telephone company administrative costs decreased by \$301,000 while DSHS administrative costs increased by over \$2,000 from the prior year. DSHS computer costs have declined \$7,000, from \$40,000 in SFY 04 to \$33,000 in SFY 05. On the average, Information Systems Services Division (ISSD) chargeback costs and data processing account for 6.5% of DSHS administrative costs (down from 7.9% in the previous year).

- The WTAP Trust Fund Account balance for the end of the program year was \$2.7 million.
- Total operating costs were \$4,782,717.79.
- Total excise tax revenue was \$5,485,442.35.

VERIFICATION CALLS & PROGRAM TERMINATION

VERIFICATION REQUESTS BY TELEPHONE COMPANIES

DSHS provides a toll-free hotline through which telephone company service representatives can verify the eligibility of any WTAP applicant, plus a toll free public information line. Client-related calls involve working with telephone representatives, staff, and clients to resolve customer and accounting problems such as changes in client identification numbers, mismatched Social Security numbers, or incorrect billing names. DSHS WTAP representatives handled an average of 6,935 calls per month, or 83,215 calls for the report year. WTAP and telephone companies actively collaborate to find ways to streamline the verification process.

WTAP continues its focus on providing better customer service.

PROGRAM TERMINATIONS

Once approved for WTAP, a household remains eligible for the program through the end of the state fiscal year in which they were approved. At the end of the year (June 30), WTAP households still receiving assistance under a qualifying assistance program are automatically re-certified for another year of WTAP services.

In SFY 05, DSHS notified 18,415 participants that their WTAP services were being terminated because they were no longer receiving assistance from a qualifying program. A total of 190 fair hearings were scheduled; 175 cases were determined not eligible or dismissed, one hearing found in favor of the client, and 14 are pending.

PROGRAM CHALLENGES

The Washington Telephone Assistance Program continues to help some of this state's most needy citizens afford basic telephone service or gain access to community service voicemail. While funding and continued program operations appear secure for Year 18 of program operation, WTAP faces several challenges as it enters the year, including:

- Serving greater numbers of potentially eligible households.
- Declining numbers of switched access lines, resulting in decreased revenue.
- Changing program operations to meet FCC revised guidelines for universal services, which is expected to result in increased program participation and program costs.
- Meeting increased service costs stemming from new technology and federal deregulation.
- Streamlining and reducing program administrative costs.

NEXT STEPS

For WTAP to remain effective in providing service to the needy citizens of this state, DSHS will continue to do program marketing and outreach, and seek new ways to increase program efficiency through technology and reduced administrative costs.

PROGRAM OUTREACH

Program participation increased to 167,844 for SFY 05. Successful outreach efforts continue, including promotional mail-outs to local social services agencies; program simplification improving notices and application procedures; and special mailings to potential WTAP clients. A WTAP toll-free telephone number is included for clients to request additional information or help connecting with their local telephone company. New efforts will include working collaboratively with Qwest and other telephone companies to provide outreach to eligible clients.

PROGRAM STREAMLINING

DSHS will continue its effort to automate and improve program services. Mainframe computer chargeback costs which accounted for 0.8% of DSHS administrative costs in SFY 04 has decreased to 0.7% as a result of increasing the use of electronic data transfers fro bill invoicing. The Department continues making every effort to increase program efficiency through technology.

Appendix A
Washington Telephone Assistance Program (WTAP)
Telephone Service Waivers & Discounts
Participating/Eligible Households by Qualifying Assistance Program
SFY 2005

Qualifying Assistance Program	Participating Households	Eligible Households	Percent Participating
Chore Services	10	39	25.64%
Community Voice Mail	17	30	56.67%
Food Stamps	28,016	131,078	21.37%
GAU/GAX	7,894	27,101	29.13%
Medical	58,611	216,222	27.11%
Refugee Assistance	200	1,042	19.19%
SSI State Supplement	500	2,261	22.11%
SSI Copes	49,891	121,619	41.02%
TANF	22,745	53,575	42.45%
Total	167,884	552,967	30.36%

Numbers provided by the Barcode System.

Unduplicated counts, cases were assigned to categories by a specified priority. Counts are cumulative. (Example: A TANF household may also receive Medicaid and food stamps, but is only counted once as TANF).

Appendix B
Washington Telephone Assistance Program (WTAP)
Telephone Service Waivers & Discounts
Eligible Households by County & Qualifying Assistance Program
SFY 2005

County	GAU / GAX	TANF	Refugee	SSI / COPES	SSI State Supp.	Medical	Food Stamps	Chore Services	Comm. Service Voice Mail	Total
< Unknown >	0	2	0	325	0	3,865	32	38	0	4,262
Adams County	29	241	0	98	2	971	403	0	0	1,744
Asotin County	88	307	0	605	6	1,077	808	0	0	2,891
Benton County	554	1,242	36	565	20	1,914	2,927	0	0	7,258
Chelan-Douglas County	485	740	1	1,568	12	4,346	2,799	1	0	9,952
Clallam County	373	681	0	1,363	11	2,469	1,577	0	0	6,474
Clark County	897	3,589	80	5,361	206	11,903	9,709	0	0	31,745
Columbia County	0	1	0	5	0	7	3	0	0	16
Cowlitz County	442	1,336	2	2,077	19	4,349	3,966	0	0	12,191
Ferry County	61	77	0	161	6	648	320	0	0	1,273
Franklin County	355	913	9	1,544	21	1,575	1,486	0	0	5,903
Garfield County	2	3	0	11	0	15	4	0	0	35
Grant County	355	1,102	10	1,435	19	4,704	2,104	0	0	9,729
Grays Harbor County	340	1,021	0	1,893	13	3,048	2,234	0	0	8,549
Island County	136	167	0	606	8	1,768	872	0	0	3,557
Jefferson County	97	180	0	237	1	866	686	0	0	2,067
King County	9,103	12,456	625	22,325	967	49,487	27,458	0	11	122,432
Kitsap County	1,034	1,575	0	2,106	24	3,498	3,350	0	0	11,587
Kittitas County	109	217	0	207	4	618	717	0	0	1,872
Klickitat County	138	227	0	273	4	799	690	0	0	2,131
Lewis County	349	1,013	1	1,692	16	3,423	2,360	0	0	8,854
Lincoln County	32	32	0	38	2	131	99	0	0	334
Mason County	311	557	0	559	6	2,034	1,272	0	0	4,739
Okanogan County	345	398	0	1,018	9	2,357	1,423	0	0	5,550
Pacific County	104	237	0	657	1	1,020	731	0	0	2,750
Pend Oreille County	116	179	0	210	2	536	426	0	0	1,469
Pierce County	2,841	7,792	77	12,713	322	27,323	12,848	0	4	63,920
San Juan County	7	14	0	43	0	120	48	0	0	232
Skagit County	344	1,058	5	1,593	18	5,156	3,536	0	2	11,712
Skamania County	55	112	0	111	3	325	247	0	0	853
Snohomish County	2,919	3,880	89	7,651	119	18,744	11,121	0	6	44,529
Spokane County	2,123	3,884	98	8,270	156	18,782	13,080	0	5	46,398
Stevens County	260	378	2	1,261	14	1,779	1,085	0	0	4,779
Thurston County	668	1,651	1	33,914	96	7,228	4,407	0	0	47,965
Wahkiakum County	0	0	0	7	0	2	1	0	0	10
Walla Walla County	167	536	0	902	15	1,240	1,513	0	0	4,373
Whatcom County	624	1,157	6	2,653	45	6,629	5,434	0	2	16,550
Whitman County	54	147	0	187	2	972	737	0	0	2,099
Yakima County	1,184	4,473	0	5,375	92	20,494	8,565	0	0	40,183
Total	27,101	53,575	1,042	121,619	2,261	216,222	131,078	39	30	552,967

Appendix C
Washington Telephone Assistance Program (WTAP)
Telephone Service Waivers & Discounts
Eligible/Participating Households by County Report
SFY 2005

County Name	Participating Households	Eligible Households	Percent Participating
Unknown	677	4,262	15.88%
Adams County	455	1,744	26.09%
Asotin County	887	2,891	30.68%
Benton County	1,894	7,258	26.10%
Chelan-Douglas County	2,628	9,952	26.41%
Clallam County	1,981	6,474	30.60%
Clark County	8,207	31,745	25.85%
Columbia County	9	16	56.25%
Cowlitz County	3,299	12,191	27.06%
Ferry County	373	1,273	29.30%
Franklin County	1,639	5,903	27.77%
Garfield County	14	35	40.00%
Grant County	2,548	9,729	26.19%
Grays Harbor County	2,600	8,549	30.41%
Island County	893	3,557	25.11%
Jefferson County	592	2,067	28.64%
King County	38,807	122,432	31.70%
Kitsap County	4,109	11,587	35.46%
Kittitas County	244	1,872	13.03%
Klickitat County	315	2,131	14.78%
Lewis County	2,697	8,854	30.46%
Lincoln County	104	334	31.14%
Mason County	1,282	4,739	27.05%
Okanogan County	1,532	5,550	27.60%
Pacific County	453	2,750	16.47%
Pend Oreille County	446	1,469	30.36%
Pierce County	21,328	63,920	33.37%
San Juan County	83	232	35.78%
Skagit County	2,918	11,712	24.91%
Skamania County	61	853	7.15%
Snohomish County	12,541	44,529	28.16%
Spokane County	15,185	46,398	32.73%
Stevens County	1,569	4,779	32.83%
Thurston County	21,399	47,965	44.61%
Wahkiakum County	0	10	0.00%
Walla Walla County	1,309	4,373	29.93%
Whatcom County	4,623	16,550	27.93%
Whitman County	530	2,099	25.25%
Yakima County	7,653	40,183	19.05%
Total	167,884	552,967	30.36%

Appendix D
Washington Telephone Assistance Program (WTAP)
Telephone Service Waivers & Discounts
Participating Households by County, Qualifying Assistance Program & Service Code
SFY 2005

County	Service Code ¹	GAU / GAX	TANF	Refugee	SSI / Copes	SSI State Supp.	Medical	Food Stamps	Chore Services	Comm. Voice Mail	Total
< Unknown >	100	0	0	0	0	0	0	0	0	0	0
	200	0	0	0	13	0	112	3	1	0	129
	300	0	2	0	53	0	598	11	9	0	673
Adams County	100	0	0	0	0	0	0	0	0	0	0
	200	2	28	0	5	0	43	20	0	0	98
	300	8	85	0	33	2	227	99	0	0	454
Asotin County	100	0	0	0	0	0	0	0	0	0	0
	200	9	37	0	38	0	60	60	0	0	204
	300	20	116	0	231	2	323	190	0	0	882
Benton County	100	0	0	0	0	0	0	0	0	0	0
	200	58	149	9	47	1	166	181	0	0	611
	300	146	409	10	200	5	630	484	0	0	1,884
Chelan-Douglas County	100	0	0	0	0	0	0	0	0	0	0
	200	70	136	0	112	0	294	199	1	0	812
	300	153	272	0	618	3	1,028	543	1	0	2,618
Clallam County	100	0	0	0	0	0	0	0	0	0	0
	200	33	87	0	86	0	137	88	0	0	431
	300	109	249	0	601	1	728	283	0	0	1,971
Clark County	100	0	0	0	0	0	0	0	0	0	0
	200	50	486	7	368	7	756	544	0	0	2,218
	300	186	1,170	17	1,869	48	3,118	1,749	0	0	8,157
Columbia County	100	0	0	0	0	0	0	0	0	0	0
	200	0	0	0	1	0	1	0	0	0	2
	300	0	0	0	4	0	5	0	0	0	9
Cowlitz County	100	0	0	0	0	0	0	0	0	0	0
	200	34	201	0	190	1	312	237	0	0	975
	300	112	492	0	782	6	1,211	681	0	0	3,284

¹ Service Code Legend:

Code 100 – Waiver of Deposit.

Code 200 – Connection Fee Discount (50% - up to \$22.00)

Code 300 – Monthly Discount Rate

Appendix D
Washington Telephone Assistance Program (WTAP)
Telephone Service Waivers & Discounts
Participating Households by County, Qualifying Assistance Program & Service Code
SFY 2005

County	Service Code ¹	GAU / GAX	TANF	Refugee	SSI / Copes	SSI State Supp.	Medical	Food Stamps	Chore Services	Comm. Voice Mail	Total
Ferry County	100	0	0	0	0	0	0	0	0	0	0
	200	4	6	0	11	1	42	15	0	0	79
	300	24	31	0	62	3	192	59	0	0	371
Franklin County	100	0	0	0	0	0	0	0	0	0	0
	200	30	117	1	101	0	106	76	0	0	431
	300	73	298	1	559	5	424	275	0	0	1,635
Garfield County	100	0	0	0	0	0	0	0	0	0	0
	200	1	0	0	0	0	1	0	0	0	2
	300	2	1	0	2	0	7	2	0	0	14
Grant County	100	0	0	0	0	0	0	0	0	0	0
	200	38	173	5	107	0	315	149	0	0	787
	300	109	384	5	527	6	1,101	399	0	0	2,531
Grays Harbor County	100	0	0	0	0	0	0	0	0	0	0
	200	21	149	0	112	1	235	167	0	0	685
	300	78	409	0	752	5	871	469	0	0	2,584
Island County	100	0	0	0	0	0	0	0	0	0	0
	200	19	19	0	52	0	126	62	0	0	278
	300	37	52	0	182	2	425	161	0	0	859
Jefferson County	100	0	0	0	0	0	0	0	0	0	0
	200	11	27	0	13	0	54	42	0	0	147
	300	29	71	0	82	0	256	151	0	0	589
King County	100	0	0	0	0	0	0	0	0	0	0
	200	1,119	2,672	55	1,554	20	3,744	2,669	0	3	11,836
	300	2,912	6,517	90	8,599	179	13,590	6,450	0	7	38,344
Kitsap County	100	0	0	0	0	0	0	0	0	0	0
	200	117	296	0	188	1	371	290	0	0	1,263
	300	315	741	0	892	5	1,312	803	0	0	4,068
Kittitas County	100	0	0	0	0	0	0	0	0	0	0
	200	8	31	0	15	0	37	54	0	0	145
	300	10	29	0	19	0	41	44	0	0	143
Klickitat County	100	0	0	0	0	0	0	0	0	0	0
	200	3	12	0	4	0	9	12	0	0	40
	300	28	36	0	53	0	128	65	0	0	310

Appendix D
Washington Telephone Assistance Program (WTAP)
Telephone Service Waivers & Discounts
Participating Households by County, Qualifying Assistance Program & Service Code
SFY 2005

County	Service Code ¹	GAU / GAX	TANF	Refugee	SSI / Copes	SSI State Supp.	Medical	Food Stamps	Chore Services	Comm. Voice Mail	Total
Lewis County	100	0	0	0	0	0	0	0	0	0	0
	200	45	144	1	129	1	243	173	0	0	736
	300	116	387	1	657	5	1,037	464	0	0	2,667
Lincoln County	100	0	0	0	0	0	0	0	0	0	0
	200	2	3	0	1	0	2	1	0	0	9
	300	10	10	0	14	0	45	25	0	0	104
Mason County	100	0	0	0	0	0	0	0	0	0	0
	200	32	68	0	43	0	146	105	0	0	394
	300	78	192	0	193	0	550	257	0	0	1,270
Okanogan County	100	0	0	0	0	0	0	0	0	0	0
	200	34	56	0	83	1	165	87	0	0	426
	300	95	135	0	397	4	621	271	0	0	1,523
Pacific County	100	0	0	0	0	0	0	0	0	0	0
	200	2	5	0	13	0	19	9	0	0	48
	300	15	34	0	160	0	154	87	0	0	450
Pend Oreille County	100	0	0	0	0	0	0	0	0	0	0
	200	12	25	0	20	0	39	38	0	0	134
	300	38	69	0	78	0	156	102	0	0	443
Pierce County	100	0	1	0	0	0	1	0	0	0	2
	200	318	1,692	17	1,023	10	2,322	1,455	0	1	6,838
	300	849	3,984	22	4,708	67	7,880	3,552	0	4	21,066
San Juan County	100	0	0	0	0	0	0	0	0	0	0
	200	1	0	0	1	0	1	2	0	0	5
	300	4	6	0	12	0	42	19	0	0	83
Skagit County	100	0	0	0	0	0	0	0	0	0	0
	200	34	140	2	108	2	334	201	0	1	822
	300	84	343	3	559	7	1,229	674	0	1	2,900
Skamania County	100	0	0	0	0	0	0	0	0	0	0
	200	0	3	0	3	0	7	3	0	0	16
	300	1	9	0	10	2	26	3	0	0	51
Snohomish County	100	0	0	0	0	0	0	0	0	0	0
	200	279	657	9	498	4	1,435	749	0	0	3,631
	300	771	1,584	17	2,791	20	4,952	2,347	0	1	12,483

Appendix D
Washington Telephone Assistance Program (WTAP)
Telephone Service Waivers & Discounts
Participating Households by County, Qualifying Assistance Program & Service Code
SFY 2005

County	Service Code ¹	GAU / GAX	TANF	Refugee	SSI / Copes	SSI State Supp.	Medical	Food Stamps	Chore Services	Comm. Voice Mail	Total
Spokane County	100	0	0	0	0	0	0	0	0	0	0
	200	278	846	23	657	6	1,797	1,213	0	1	4,821
	300	651	1,757	30	3,389	53	6,177	2,977	0	3	15,037
Stevens County	100	0	0	0	0	0	0	0	0	0	0
	200	18	37	0	74	1	86	53	0	0	269
	300	78	153	0	551	5	513	256	0	0	1,556
Thurston County	100	0	1	0	0	0	1	0	0	0	2
	200	69	291	0	3,290	2	634	363	0	0	4,649
	300	189	736	0	16,974	31	2,362	976	0	0	21,268
Walla Walla County	100	0	0	0	0	0	0	0	0	0	0
	200	16	78	0	61	0	88	88	0	0	331
	300	52	176	0	398	3	367	310	0	0	1,306
Whatcom County	100	0	0	0	0	0	0	0	0	0	0
	200	56	198	0	193	2	426	288	0	0	1,163
	300	186	457	2	1,065	12	1,947	894	0	1	4,564
Whitman County	100	0	0	0	0	0	0	0	0	0	0
	200	6	18	0	14	0	54	51	0	0	143
	300	13	42	0	52	1	254	165	0	0	527
Yakima County	100	0	0	0	0	0	0	0	0	0	0
	200	84	341	0	240	0	746	329	0	0	1,740
	300	232	983	0	1,450	17	3,600	1,263	0	0	7,545
State Totals	Service Code	GAU / GAX	TANF	Refugee	SSI / Copes	SSI State Supp.	Medical	Food Stamps	Chore Services	Comm. Voice Mail	Total
	100	0	2	0	0	0	2	0	0	0	4
	200	2,913	9,228	129	9,468	61	15,465	10,076	2	6	47,348
	300	7,813	22,421	198	49,578	499	58,127	27,560	10	17	166,223

¹ No county on record.

Appendix E
Washington Telephone Assistance Program
Community Service Voice Mail
Participating Households by Agency, by County
SFY 2005

Agency	Region/County	SFY 2005 CSVM Households
Benton Franklin Community Action Council	Asotin, Benton, Columbia, Franklin, Garfield, Klickitat, Skamania, Walla Walla, Whitman, Yakima	359
Chelan Douglas Community Action Council	Adams, Chelan, Douglas, Ferry, Grant , Kittitas, Okanogan, Stevens	144
Community Voice Mail National	Kitsap, Mason, Thurston	364
Council for the Homeless	Clark	321
Fremont Public Association	King	503
Metropolitan Development Council	Pierce	360
Opportunity Council	Whatcom	776
Skagit County Community Action Agency	Skagit	182
Spokane Neighborhood Action Program	Spokane	436
Volunteers of America	Snohomish	265
Total CSVM Participants		3,710

Appendix F
Washington Telephone Assistance Program (WTAP)
Fiscal Summary – State Fiscal Years 2001 - 2005
July 1, 2000 to June 30, 2005

WTAP FUND ACTIVITY	YEAR 14	YEAR 15	YEAR 16	YEAR 17	YEAR 18
	\$ FY 01	\$ FY 02	\$ FY 03	\$ FY 04	\$ FY 05
Forfeit Of Deposit	\$ 16.00	\$ 736.00	\$ 784.00	\$ 80.00	\$ 70.00
Connection Discount	\$ 277,335.22	\$ 352,638.84	\$ 666,318.74	\$ 932,338.32	\$ 1,005,305.81
Change Of Service	\$ -	\$ -	\$ -	\$ -	\$ -
Monthly Rate Discount	\$ 5,088,919.22	\$ 5,445,338.84	\$ 8,630,412.30	\$ 3,007,138.60	\$ 2,996,904.61
Telephone Company Administrative Costs	\$ 96,071.84	\$ 114,915.98	\$ 166,231.71	\$ 462,812.14	\$ 161,445.26
Total Telephone Company Cost	\$ 5,462,342.28	\$ 5,913,629.66	\$ 9,463,746.75	\$ 4,402,369.06	\$ 4,163,725.68
DSHS Administrative Costs	\$ 229,416.49	\$ 311,433.15	\$ 349,978.85	\$ 388,693.57	\$ 398,155.23
ISSD Computer Costs	\$ 259,763.67	\$ 195,012.72	\$ 56,149.80	\$ 40,753.17	\$ 33,310.46
Community Service Voice Mail	\$ -	\$ -	\$ -	\$ 53,400.72	\$ 187,526.42
Total Operating Costs	\$ 5,951,552.44	\$ 6,420,075.53	\$ 9,869,875.40	\$ 4,885,216.52	\$ 4,782,717.79
Excise Tax Received	\$ 5,762,305.76	\$ 5,493,316.62	\$ 5,318,294.83	\$ 5,532,694.01	\$ 5,485,442.35
Increase / (Decrease) Fund Balance	\$ (189,246.68)	\$ (926,758.91)	\$ (4,551,580.57)	\$ 647,477.49	\$ 702,724.56

	SFY 2005	
Total Operating Costs	\$ 4,782,717.79	Percent of Total Operating Costs
Total Admin (DSHS + TC + ISSD)	\$ 592,910.95	12.4%
▪ Telephone Company (TC) Admin	\$ 161,445.26	3.4%
▪ DSHS Admin	\$ 398,155.23	8.3%
▪ ISSD Computer Costs	\$ 33,310.46	0.7%
CSVM	\$ 187,526.42	3.9%

	SFY 2004	
Total Operating Costs	\$ 4,885,216.52	Percent of Total Operating Costs
Total Admin (DSHS + TC + ISSD)	\$ 892,258.88	18.3%
▪ Telephone Company (TC) Admin	\$ 462,812.14	9.5%
▪ DSHS Admin	\$ 388,693.57	8.0%
▪ ISSD Computer Costs	\$ 40,753.17	0.8%
CSVM	\$ 53,400.72	1.1%

Appendix G
Washington Telephone Assistance Program (WTAP)
Revenue & Disbursements by Company
SFY 2005 For The Period Ending June 2005

Vendor	Acct #	Forfeit Deposit	Connect Discount	Change of Service	Monthly Discounts	Admin. Cost	Total	Excise Tax Received
ACN Communication Services	<i>Revenue only</i>							\$ 3,454.23
Advance Telcom Group, Inc	<i>Revenue only</i>							\$ 29,431.48
Airlink Mobile, Inc	<i>Revenue only</i>							\$ 2.21
Allegiance Telecom of Washington, Inc	<i>Revenue only</i>							\$ 14,797.51
American Fiber Network, Inc.	<i>Revenue only</i>							\$ 528.97
ARC Networks, Inc.	<i>Revenue only</i>							\$ 0.52
Asotin Telephone Company	00100	\$ -	\$ 217.00	\$ -	\$ 4,120.86	\$ 469.56	\$ 4,807.42	\$ 2,029.43
AT & T Communications of Pacific NW	<i>Revenue only</i>							\$ 106,581.28
AT & T Local Services (formerly TCG - Seattle)	<i>Revenue only</i>							\$ 24,474.58
Budget Phone	<i>Revenue only</i>							\$ 63.96
Comcast (formerly ATT Broadband Phone of Washington)	03100	\$ -	\$ 3,299.00	\$ -	\$ 32,705.28	\$ -	\$ 36,004.28	\$ 125,383.05
Comm South Companies, Inc	<i>Revenue only</i>							\$ 22.88
Computer 5 Inc	<i>Revenue only</i>							\$ 8,494.07
Cowiche (Century Tel)	00300	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,157.05
Cross Stream Communications	<i>Revenue only</i>							\$ 3,546.66
Cypress Communications	<i>Revenue only</i>							\$ 2,003.30
Electric Lightwave, Inc.	<i>Revenue only</i>							\$ 15,160.73

Appendix G
Washington Telephone Assistance Program (WTAP)
Revenue & Disbursements by Company
SFY 2005 For The Period Ending June 2005

Vendor	Acct #	Forfeit Deposit	Connect Discount	Change of Service	Monthly Discounts	Admin. Cost	Total	Excise Tax Received
Ellensburg Telephone Company	00400	\$ -	\$ 2,240.00	\$ -	\$ -	\$ 1,149.41	\$ 3,389.41	\$ 38,389.26
Ernest Communication, Inc	Revenue only							\$ 2,686.19
Eschelon Telecom of Washington	Revenue only							\$ 54,742.61
Excel Telecommunications, Inc	Revenue only							\$ 2,335.06
Focal Communication Corp.	Revenue only							\$ 24,913.33
Global Crossing Local Services	Revenue only							\$ 1,361.23
Global Crossing Telemanagement LLC	Revenue only							\$ 3,190.72
Granite Telecommunications LLC	Revenue only							\$ 3,855.28
Hat Island	Revenue only							\$ 154.70
Hood Canal Telephone Company, Inc	00700	\$ -	\$ -	\$ -	\$ 514.39	\$ 447.24	\$ 961.63	\$ 3,025.10
ICG Telecom Group	Revenue only							\$ 16.25
IDT Corporation, dba Delaware IDT	Revenue only							\$ 0.65
Inland Telephone Company	00800	\$ -	\$ 255.00	\$ -	\$ 4,169.79	\$ -	\$ 4,424.79	\$ 4,190.94
Integra Telecom, Inc	Revenue only							\$ 41,857.27
International Telcom LTD	Revenue only							\$ 395.07
Inter Island Telephone Company	03600	\$ -	\$ -	\$ -	\$ -	\$ -		\$ 21,958.69
Kalama Telephone Company	01000	\$ -	\$ 147.00	\$ -	\$ 1,763.73	\$ 744.00	\$ 2,654.73	\$ 4,538.43

Appendix G
Washington Telephone Assistance Program (WTAP)
Revenue & Disbursements by Company
SFY 2005 For The Period Ending June 2005

Vendor	Acct #	Forfeit Deposit	Connect Discount	Change of Service	Monthly Discounts	Admin. Cost	Total	Excise Tax Received
Level 3 Communications LLC	<i>Revenue only</i>							\$ 2,853.63
Lewis River (TDS Telecom)	<i>01100</i>	\$ -	\$ 130.00	\$ -	\$ 19,618.50	\$ -	\$ 19,748.50	\$ 9,219.34
Marathon Communications, Inc.	<i>Revenue only</i>							\$ 2,386.93
Mashell Telecom, Inc.	<i>01200</i>	\$ -	\$ 195.00	\$ -	\$ 3,799.41	\$ 662.00	\$ 4,656.41	\$ 10,441.73
McDaniel Telephone Company	<i>01300</i>	\$ -	\$ 230.25	\$ -	\$ 7,299.04	\$ -	\$ 7,529.29	\$ 6,731.66
McLeodusa Telephone Services	<i>Revenue only</i>							\$ 27,795.04
MCI - WorldCom	<i>Revenue only</i>							\$ 90,774.45
M & L Enterprises (Skyline Telephone Co)	<i>02900</i>	\$ -	\$ 75.00	\$ -	\$ 2,584.00	\$ -	\$ 2,659.00	\$ 196.56
New Access Communications LLC	<i>Revenue only</i>							\$ 2,026.70
Northstar Telecom Inc.	<i>Revenue only</i>							\$ 38.48
NOS Communications, Inc.	<i>Revenue only</i>							\$ 438.10
Pacific Telephone, Inc. (Century Tel)	<i>01400</i>	\$ -	\$ -	\$ -	\$ 131,160.73	\$ -	\$ 131,160.73	\$ 245,802.57
Pend Oreille Telephone Company	<i>02800</i>	\$ -	\$ 997.50	\$ -	\$ 2,683.69	\$ 559.23	\$ 4,240.42	\$ 3,594.76
Pioneer Telephone Company	<i>01500</i>	\$ -	\$ -	\$ -	\$ -	\$ 100.70	\$ 100.70	\$ 1,432.60
PNG Telecommunications, Inc.	<i>Revenue only</i>							\$ 5.07
Preferred Carrier Services, Inc.	<i>Revenue only</i>							\$ 2.60
Preferred Long Distance, Inc.	<i>Revenue only</i>							\$ 1,072.89

Appendix G
Washington Telephone Assistance Program (WTAP)
Revenue & Disbursements by Company
SFY 2005 For The Period Ending June 2005

Vendor	Acct #	Forfeit Deposit	Connect Discount	Change of Service	Monthly Discounts	Admin. Cost	Total	Excise Tax Received
Qwest Communications	02400	\$ -	\$ 360,545.50	\$ -	\$ 1,649,342.19	\$ 136,797.26	\$ 2,146,684.95	\$ 3,043,047.98
Rainier Cable	02700	\$ -	\$ 20.00	\$ -	\$ 990.00	\$ 317.50	\$ 1,327.50	\$ -
SBC Telecom, Inc.	Revenue only							\$ 1,681.16
Shared Communications, Inc	Revenue only							\$ 12,956.58
Sprint Northwest/United	02000	\$ -	\$ 2,712.50	\$ -	\$ 65,229.50	\$ 4,172.80	\$ 72,114.80	\$ 103,724.53
St. John Telephone Company	01600	\$ -	\$ -	\$ -	\$ -	\$ 15.00	\$ 15.00	\$ 996.32
Talk America, Inc	Revenue only							\$ 520.52
Telephone Communication Group, Oregon	Revenue only							\$ 518.18
Telnet	03400	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Tel West Communications, LLC	03000	\$ -	\$ 945.57	\$ -	\$ 4,326.86	\$ 2,052.11	\$ 7,324.54	\$ 18,920.07
Tenino	01800	\$ -	\$ 347.50	\$ -	\$ 2,278.61	\$ 728.40	\$ 3,354.51	\$ 5,629.52
Teleport Communications Group Inc.	Revenue only							\$ 11.05
Time Warner Telecom Holdings, Inc	Revenue only							\$ 11,786.58
Toledo Telephone Company	01900	\$ -	\$ 300.00	\$ -	\$ 733.77	\$ 2,011.56	\$ 3,045.33	\$ 3,691.09
United Communications, Inc.	Revenue only							\$ 1,536.60
US Sprint Communications Company	Revenue only							\$ 5,368.74
VarTec Telecom, Inc.	Revenue only							\$ 1,215.11

Appendix G
Washington Telephone Assistance Program (WTAP)
Revenue & Disbursements by Company
SFY 2005 For The Period Ending June 2005

Vendor	Acct #	Forfeit Deposit	Connect Discount	Change of Service	Monthly Discounts	Admin. Cost	Total	Excise Tax Received
VCI	03300	\$ -	\$ 427,364.03	\$ -	\$ 330,618.60	\$ 7,285.37	\$ 765,268.00	\$ -
Verizon Contel	00200	\$ -	\$ 29,256.89	\$ -	\$ 108,417.94	\$ 670.56	\$ 138,345.39	\$ -
Verizon Northwest	00500	\$ -	\$ 173,883.57	\$ -	\$ 592,672.51	\$ 670.56	\$ 767,226.64	\$ 1,200,261.01
W@COM International LLC	Revenue only							\$ 2.08
Wahiakum West Telephone	02100	\$ -	\$ 56.00	\$ -	\$ 755.44	\$ 306.00	\$ 1,117.44	\$ 1,908.27
Whidbey Telephone Company	02200	\$ -	\$ 367.50	\$ -	\$ -	\$ 345.00	\$ 712.50	\$ 20,820.80
Winstar Wireless, Inc	Revenue only							\$ 96.20
World Communications	Revenue only							\$ 2,064.66
Working Assets Funding Services	Revenue only							\$ 284.44
X5 PDX LLC	Revenue only							\$ 99.06
X5 Solutions, Inc.	Revenue only							\$ 1,320.41
XO Communications Services	Revenue only							\$ 37,405.16
XO Washington, Inc	Revenue only							\$ 36,252.84
Ycom Telephone Company	02300	\$ 70.00	\$ 1,721.00	\$ -	\$ 31,119.77	\$ 1,941.00	\$ 34,851.77	\$ 20,397.00
Z-Tel Communications, Inc	Revenue only							\$ 1,370.59
				\$				
Total		\$ 70.00	\$ 1,005,305.81	-	\$ 2,996,904.61	\$ 161,445.26	\$ 4,163,725.68	\$ 5,485,442.35